

**State of Montana Information Technology Manager's Council**  
**Minutes**  
**April 5, 2017**  
**8:30 AM**  
**DEQ, Room 111**

**Members Present:**

Ron Baldwin SITSD/CIO

Sky Foster, Chair

Dan Chelini, DEQ

Stuart Fuller, DPHHS, Alternate

Larry Krause, DOC

Angie Riley, MPERA

Manuel Soto, OPI

Jon Straughn, Corrections

Mike Bousliman, MDT

Dale Gow, LSD

John Noble, TRS

Eric Tarr, DLI

Joe Chapman, DOJ

Rennan Rieke, HIS

☪ Kyle Belcher, OPD

☪ Matt Jackson, GOV

☪ Kal Njos, FWP

☪ Stacy Ripple, MSF

☪ Glynis Gibson, OSA

☪ Jerry Kozak, MBCC

☪ Kristin Burgoyne, MAC

**Staff Present:**

Wendy Jackson, Jennifer Schofield, Sarah Mitchell

**Guests Present:** Matt Pugh, Veronica Lamka, Matt Van Syckle, Dustin Ostberg, Tiffany Fox, Irv Vavruska, Cheryl Pesta, Pete Wiseman, Tom Marino, Samantha Morgoven, Audrey Hinman, Joe Frohlich, Bryan Shaw, Linda Kirkland, Tami Gunlock, Susan Murray, Christie McDowell, Maria Orms, Chris Hope, Jerry Marks, Jody Troupe, Mary Gilbert, Amber Godbout

☪ **Real-time Communication:** Randy Haefka, Brian Jacobson, Michael Jares, Alan Grover, Aaron Mook, Michael Barbere, Kimberly Warren, Robert Finstad, Jack Marks, Theresa Bousliman, Maryann Costello, Peder Cannon, Mike Cochrane, Miki Cestnik, Maura Gruber, Miranda Keaster, David Dunbar, Mike Murray, Dave Danicich, Dave Nagel, Danny Straw, David Swenson, Michael Sweeney, Phillip English, Greg Thomas, George Parisot, Tim Kosena, Tom Murphy, Zach Day, Jerri Lake, Joel Hardamon, Jerri Lake, John Levick, Jessica Plunkett, Jeanette Prevel, Chris Gleason, Christi Mock, Judy Kelly, Cyndie Lockett, Amber Conger, Channah Wells, Cindy Petersen, Dan Andresen, Tammy Peterson, Dawn Temple, Rawlin Richardson, Dave Johnson, Robert Cash, Suzi Kruger, Sue Leferink, Sean Rivera, Josh Rutledge

**Welcome**

Sky Foster welcomed the council to the April 5, 2017 Information Technology Managers Council (ITMC) meeting. All members and guests were introduced.

**Minutes**

**Motion:** Stuart Fuller made a motion to approve the March 1, 2017 minutes. Joe Chapman seconded the motion. Motion passed.

**State CIO Update**

Ron Baldwin commented that \$500,000 in Oracle funding was restored to State Information Technology Services Division (SITSD). Rates will be revised. Funding cuts to the Montana Department of Transportation (MDT) and Department of Natural Resource and Conservation (DNRC) were restored.

**Business**

**State of Montana Project Management Office (SMPMO)**

Mr. Baldwin noted the workgroup met on March 23, 2017. The draft minutes, Mission Statement, Objectives, and Roles and Responsibilities were reviewed and are located on the ITMC website at

<http://sitsd.mt.gov/Governance/Boards-Councils/IT-Managers-Council>.

Mike Bousliman requested clarification on the word governance as it relates to the Objectives. Mr. Baldwin

responded that the workgroup would govern the practice and policy standards related to project management (PM). The first expectation of the workgroup is to review and approve the policy related to PM. Mr. Fuller recommended the workgroup assist agencies in portfolio management. Joe Chapman suggested "Office" be replaced with "Advisory Workgroup" in the title. Mr. Baldwin agreed. The group will be referred to as the State of Montana Project Management Advisory Workgroup (SMPMAW). As defined in the Objective's, the workgroup will function as a Project Management Office. Mr. Chapman mentioned revising the Roles and Responsibilities to include that the workgroup will make recommendations to the ITMC. Mr. Baldwin agreed. Mr. Chapman discussed changing PM and PPM software to PM and PPM tools, as referenced in the Objectives. Mr. Baldwin agreed. Please send all other suggestions and comments to Jennifer Schofield at [StateITPMO@mt.gov](mailto:StateITPMO@mt.gov).

**Action Item:** CIO Support Staff will make the revisions as stated.

**Action Item:** CIO Support Staff will schedule the next SMPMAW meeting in May 2017 to review and approve the draft minutes, Mission Statement, Objectives, and Roles and Responsibilities.

### **Windows and Office 365 Rollout Discussion**

Mark Van Alstyne was unable to attend the meeting. Mr. Baldwin asked the council to draft options for the Office 365 rollout to agency employees. Please consider training and integration opportunities. Mr. Foster noted that Windows 7 expires in January 2020.

**Action Item:** CIO Support Staff will place the Windows and Office 365 Rollout discussion on the May 3, 2017 ITMC agenda.

### **RSA Implementation**

Mr. Foster noted the deadline for agencies to implement RSA is December 31, 2017.

### **Department of Public Health and Human Services (DPHHS) RSA Rollout, Stuart Fuller**

Mr. Fuller introduced Mary Gilbert as the DPHHS expert for the RSA rollout. Ms. Gilbert reported that the rollout to RSA was straightforward and smoother than anticipated. 2,800 RSA Fobs were issued. Ms. Gilbert mentioned communication and ample preparation are essential for a smooth transition. DPHHS supplied an informational handout to users when they received their Fob to aid the transition. The DPHHS Information Handout 2FA can be found at <http://sitsd.mt.gov/Governance/Boards-Councils/IT-Managers-Council>. Ms. Gilbert noted a network lag occurred when 500 users were rolled out at one time. The lesson learned from this scenario was to limit the number of individuals in a roll out to a maximum of 250, depending on network connectivity. Ms. Gilbert commented that users with the JAWS application were required to upgrade to Windows 10 to ensure RSA was fully compatible. Providing Directors and Division Administrators with Fobs before non-essential employees was key to the success of RSA implementation.

Q: Sue Leferink: How are you handling laptop and mobile devices?

A: Mary Gilbert: Laptops were handled the same as a desktop. RSA is not being utilized with mobile devices.

Q: Jerry Kozak: What is the cost estimate for RSA Fobs that will need to be purchased for contractors and county users?

A: Jerry Marks: House Bill 10 covered the Fobs for state employees. It does not cover the cost to contractors. 250 soft tokens were purchased and will be provided on a first-come, first-serve basis. The cost for the Fob and the license can range from \$50.00 to \$85.00. SITSD is looking at a new feature for RSA called "on demand". RSA has an on demand app for smart phones and emails. SITSD is currently testing this app and will provide a demonstration at the next ITMC meeting.

**Action Item:** CIO Support Staff will place the RSA Application Demo on the May 3, 2017 ITMC agenda.

### **LAWSII Project Update**

Susan Murray gave a brief update regarding the LAWSII Project. Major milestones have been achieved. The codification is scheduled to complete on June 30, 2017. The Montana Code Annotated (MCA) site leverages this new technology. Ms. Murray noted agency websites which link to the old MCA's must be updated on or around June 30, 2017. The Legislative Branch will send out a notification when the changes to the links occur.

Q: Mr. Foster: Is there an effort to improve the interface for the public site?

A: Ms. Murray: Yes, that will be done in the next interim session.

Please contact Dale Gow [DGow@mt.gov](mailto:DGow@mt.gov) with any questions.

### **Information Technology Procurement Request Process and Policy (ITPR)**

Pete Wiseman provided a brief presentation regarding the ITPR Process and Flow Chart. These materials can be found at <http://sitsd.mt.gov/Governance/Boards-Councils/IT-Managers-Council>.

Q: Mr. Chapman: What is the turn-around time for an ITPR?

A: Mr. Wiseman: Approval for an ITPR usually occurs within 10 business days.

Q: Mr. Kozak: Are ITPRs required for system maintenance renewals?

A: Mr. Wiseman: Yes, when a contract is involved.

Q: Dan Chelini: Does IT training require an ITPR?

A: Mr. Wiseman: ITPRs are only required when training entails the purchase of software.

Q: Kreh Germaine: If approval has been made regarding a specific software, is an additional ITPR required to be completed if the version of software is updated?

A: Mr. Wiseman: An ITPR must be completed if there is a new version of the software.

Mr. Wiseman discussed the Approved Software List (ASL) which can be found at <http://asl.mt.gov/>. The ASL encompasses common software that is utilized across the enterprise. Unique agency software will not be included. Agencies are not required to submit an ITPR to implement software on this list. SITSD will review and refine how software is included on this list. All enterprise level class software will be included.

Mr. Fuller requested SITSD add details to the ASL regarding which software SITSD supports.

Audrey Hinman stated SITSD will clarify the language. Agencies requesting support on a particular software may be billed for the time spent.

**Action Item:** Office of Contract and Asset Management (OCAM) will review current process for adding software to the ASL. OCAM will email this information to ITMC.

**Action Item:** Application Technology Services Bureau (ATSB) will review language regarding supported software on the ASL.

**Action Item:** OCAM will establish a notification process when a software product is removed from the ASL.

Mr. Baldwin stated that phase two of the online ITPR form will be implemented in approximately three to six-weeks. Once phase two is implemented, the status of ITPR's will be accessible to agencies. In addition, all ITPR's will be visible to all agencies. These options will allow agencies to view software that has been used successfully across the enterprise. The goal of this implementation is to reduce the amount of burden on agencies and SITSD and to aid the efforts of Best Practices across the enterprise.

Mr. Wiseman discussed the changes made to delegated authority. This policy can be found at <https://montana.policytech.com/dotNet/documents/?docid=814&public=true>. Mr. Wiseman noted due dates for the 2017 Quarterly Agency Procurement Logs are: April 10<sup>th</sup>, July 10<sup>th</sup> and October 10<sup>th</sup>.

Q: Mr. Germaine: Is there a template available for quarterly reports?

A: Mr. Wiseman: The template for the Quarterly Agency Procurement Log can be found at

<https://montana.policytech.com/dotNet/documents/?docid=814&public=true>.

Larry Krause suggested reviewing content in the Quarterly Agency Procurement Log to ensure the form is understood and user-friendly.

**Action Item:** OCAM will review and revise the Quarterly Agency Procurement Log.

Mr. Wiseman noted that all exception requests must go through the Service Desk. This process is different from requesting an ITPR.

Mr. Baldwin clarified that the State CIO carefully reviews all exception requests. Exception requests are vetted through the agency director, Chief of Staff, and the Budget Director as necessary. Due to the vetting process, exception requests may take longer to process.

Amber Godbout reminded agencies that they must follow their Department procurement processes before procuring a solution. An approval of an ITPR does not guarantee an agency can purchase and use the chosen

solution outside of their documented processes.

Please submit questions regarding the ASL, ITPR, or Exception Requests to [ITRequests@mt.gov](mailto:ITRequests@mt.gov).

### **SITSD Website Demo**

Ms. Hinman shared features of the new SITSD website located at <https://sitsd.mt.gov/>. SITSD manages an external facing portal titled "HowTo" that provides resources for state employees and vendors and is located at <http://howto.mt.gov>. Ms. Hinman noted that state employees can access Montana Information Network for Employees (MINE) when they are not on the state network through this location <http://mt.gov/employee/default.mcp.x>. Ms. Hinman reviewed a new feature called IT Dates to Watch, located at <http://encompass.mine.mt.gov/it-dates-to-watch>. This is the new location of the Important Deadlines previously located on the back of the ITMC agenda.

Mr. Fuller suggested placing a link to MINE on the SITSD page.

**Action Item:** ATSB will add link to MINE on the SITSD page.

Ms. Hinman shared that all SITSD services are, or will be, located at <http://sitsdservices.mt.gov/>.

**Action Item:** During the August 2, 2017 ITMC meeting, ATSB will demo SITSD Services Portal.

Mr. Fuller requested vendor access to the ASL for bidding purposes.

Ms. Hinman commented the ASL site is internally facing as requested by the Chief Information Security Officer Lynne Pizzini. Vendors can access standards and approved software via the Montana Acquisition & Contracting System (eMACS) located at <http://sfsd.mt.gov/SPB/eProcurement>. eMACS provides a resignation portal that allows vendor access on a need to know basis.

Please contact Linda Kirkland [kirkland@mt.gov](mailto:kirkland@mt.gov) if you have questions regarding eMACS prior to May 3, 2017.

**Action Item:** Ms. Pizzini will discuss Vendor's Access to ASL on May 3, 2017.

### **Voice Over Internet Protocol (VOIP) Pricing**

Jody Troupe reviewed the VOIP pricing model. The new model includes a flat rate known as "voice rate". Long distance is not included. Reconsiderations for including long distance will be discussed in the next biennium once agencies have a chance to budget for the cost. Customers have two phone options. The 9611 is a budget neutral, basic model. The 9641 is an enhanced model with additional capabilities which will increase the cost to agencies. Initial rollout of VOIP will take place at the Helena campus. Network Technology Services Bureau (NTSB) will be replacing 13,000 phones and network infrastructure over the next 10 years. This project will be staggered.

Q: Mr. Fuller: Can you define the Helena campus?

A: Mr. Baldwin: The initial rollout will encompass buildings within a 10-mile radius to Helena.

Q: Mr. Krause: Will agencies have input regarding the standard features that are included in VOIP?

A: Ms. Troupe: This question will be discussed with the voice engineer.

**Action Item:** SITSD will update the policy regarding protocol for voicemail including record management and forwarding.

Mr. Baldwin noted that agencies have the prerogative to purchase a phone for every employee.

A project manager has been assigned to oversee the VOIP project and communicate with agencies. Please contact Greg Thomas at [Greg.Thomas@mt.gov](mailto:Greg.Thomas@mt.gov) with any further questions.

Q: Mr. Chapman: What costs are included in the VOIP rate?

A: Ms. Troupe: The cost of the handset and system maintenance are included in the cost for VOIP.

**Action Item:** NTSB will provide ITMC a FAQ regarding the VOIP Pricing.

**Action Item:** NTSB will present the VOIP project at the May 3, 2017 ITMC meeting.

### **Microsoft Enterprise Agreement (EA)**

Matt Van Syckle discussed that SITSD is in the final stages of negotiations with Microsoft. We are moving to SPEE3 licensing, which is a user based license, and adding advanced threat protection.

### **Standing Reports**

#### **Legislative Session Discussion**

Mr. Baldwin gave a brief update regarding legislative session. The updates are located at <http://sitsd.mt.gov/Governance/Boards-Councils/IT-Managers-Council>.

**Action Item:** CIO Support Staff will post the Legislative Report on the ITMC website.

### **MT-ISAC Update**

Joe Frohlich noted Nationwide Cyber Security Review (NCSR) reports are not subject to Freedom of Information Act (FOIA) per MCA 2-15-114. The Data Loss Prevention (DLP) incident reports logs are located within the reports section of the exchange tasks page. Contact Mr. Frohlich at [JFrohlich@mt.gov](mailto:JFrohlich@mt.gov) for information regarding Department of Homeland Security (DHS) cybersecurity evaluations. MT-ISAC is seeking council members for the next biennium. Interested parties please email Mr. Frohlich.

### **Enterprise IT Financial Workgroup**

Mr. Baldwin encouraged agencies to move forward with business required solutions in lieu of an enterprise agreement. If the solution should be considered for an enterprise agreement, the agency can supply all proper documentation to SITSD for review and reconsideration of adoption within an enterprise agreement.

### **Legacy Systems / End of Life Planning**

Mr. Fuller noted the workgroup will meet in April, 2017. Several vendors are demoing products. The workgroup will update ITMC as work progresses.

### **eGov**

Mr. Chapman commented the group has reached out to other states for more information.

Mr. Baldwin will meet with other states at the National Association of State Chief Information Officers (NASCIO) mid-year meeting. He will report back to Mr. Chapman and the workgroup.

**Action Item:** Mr. Baldwin will communicate input from other states regarding eGov to the ITMC following the NASCIO mid-year meeting.

### **IT Convergence**

Mr. Van Syckle mentioned SITSD completed the first lessons learned meeting. He thanked all agencies that participated.

**Action Item:** Ms. Schofield will send meeting notifications to schedule a secondary IT Convergence kick-off now that legislative session is almost complete.

### **Enterprise Content Management (ECM) Workgroup Update**

Ms. Schofield noted the next ECM workgroup meeting is May 31, 2017. Meeting invites will be sent to the workgroup. Minutes will be posted on the website <http://sitsd.mt.gov/Governance/Boards-Councils/ECMW>. The workgroup is currently polling for chair and vice-chair. Please direct any questions to George Parisot [gparisot@mt.gov](mailto:gparisot@mt.gov).

### **Discussion**

#### **Member Forum**

Q: Ms. Leferink: With ePass 1.0 expiring on June 30, 2017, does the Department of Administration (DOA) have plans to upgrade ePass?

A: Ms. Hinman: Montana Interactive (MI) covers ePass and therefore is handling the upgrade. Please contact MI at (406) 449-3468 for more information.

**Action Item:** Mr. Fuller will reach out to Ms. Godbout regarding SITEIMPROVE questions.

**Public Comment**

None

**Future Agenda Topics**

None

**Next Meeting**

May 3, 2017

8:30 AM to 10:30 AM

DEQ, Room 111

**Adjournment**

The meeting adjourned at 10:38 AM.